

SURREY HIGHWAYS

Improving and investing in Surrey's Roads

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Highways and Transport - A guide for Parish and Town Council Clerks

OUR PURPOSE

OUR PEOPLE

OUR ORGANISATION

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Surrey County Council's budget



Below is an example of how a typical council tax budget would be distributed across Surrey; this example is from the Council Tax budget for 24/25 financial year.

The average Band D Council Tax per year is £1,758.60*, here's how your money is spent:



*For illustrative purposes, this represents the total budget split by the Surrey County Council portion of Band D council tax value. Some areas are funded by specific restricted grants, which are not reflected here.

A considerable proportion of the budget is spent on high priority services; children's and adult social care and education where many of the services we provide are legally required and demand is increasing.

A smaller proportion is available for investment in the Highway network, which during 24/25 is part of Environment, Infrastructure and Growth.

For more information, please use this link - [Council tax - Surrey County Council](#)

Surrey County Council – key policies for highways and transport

Community Vision for Surrey in 2030

[Community vision for Surrey in 2030 - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

Organisational Strategy 2023-2028

[Organisation Strategy 2023 to 2028 - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

Surrey Local Transport Plan

[Local Transport Plan \(LTP4\) - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

This includes strategies on air quality, cycling, trains, electric vehicles, road safety and parking

Greener Futures

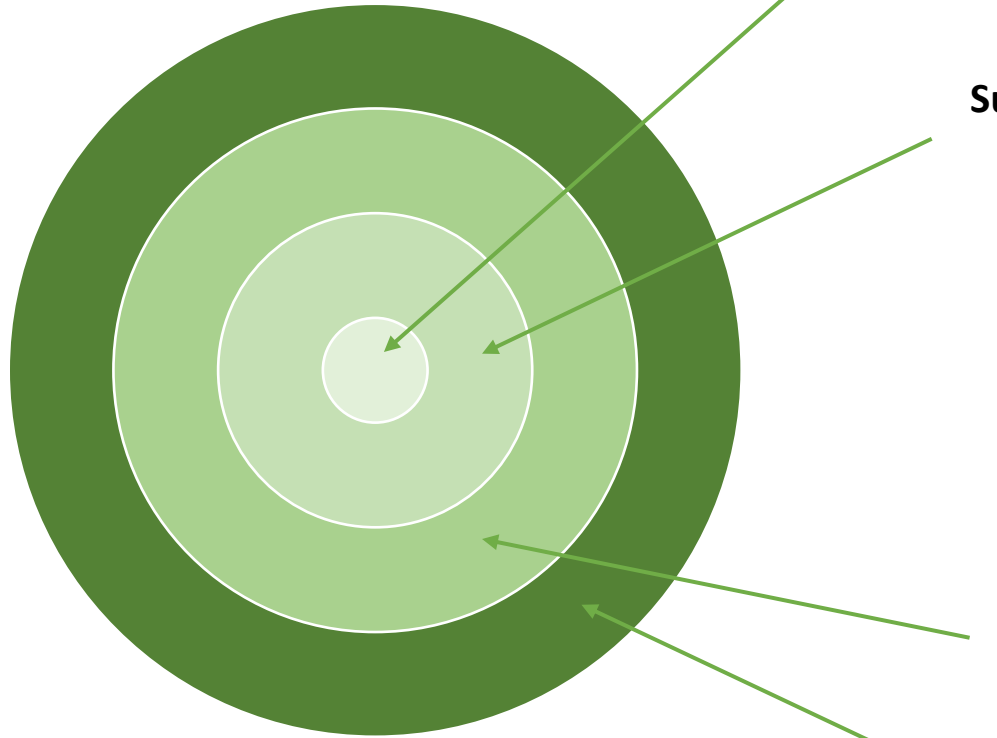
[Climate change - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

[Greener futures climate change delivery plan 2021 to 2025 - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

Climate Change Strategy

[Surrey's climate change strategy - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

Who has what functions on the highway?



Surrey County Councillors

- Set the policy and guidance that shapes the way that the highway is managed and monitors and guides the work to ensure that the highway is managed appropriately including setting the Local Transport Plan.

Surrey County Council Officers

- Are responsible for delivering the policies set out by SCC Councillors to ensure the highway is fit for purpose including maintaining the public highway to an appropriate level so that it is safe for users (this doesn't include unadopted or privately owned roads)
- Coordinate and regulate work carried out on the highway by any organisation
- Promote and improve road safety by disseminating information or advice relating to the use of roads.
- Maintain the Definitive Map of Rights of Way and maintain the footways, bridleways and byways open to all traffic

Borough and District Councils

- Environmental Health issues such as fly-tipping and street cleaning

Parish Councils

SCC Highways Parish Council Communication Offer



Parish and town councils have a key and important role to play in the lives of their communities and as such are ideally placed to understand the needs of their community.

Surrey Highways are committed to supporting the following actions to continue to improve our communication.

Surrey Association of Local Councils (SALC) are the umbrella organisation for many parish/town councils in Surrey, the Highways Engagement and Commissioning Team will continue to provide the SALC AGM with updates for quarterly newsletters and annually attend clerk/chairmen groups.

Individual Parish Councils - The Highways Engagement and Commissioning Team commits to:

- We commit to supporting your County Councillor, keeping them at the heart of any decisions making and will organise and facilitate conversations with Parishes and residents when required.
- Provide timely information and help sign post to services within Highways.
- Providing timely responses to enquiries through the online reporting tools.

If in doubt, please do link with your county councillor, as the county elected representative for your area, who can give support, assistance and communication.

Finding information and reporting issues

How to find out what's happening on the roads in my Parish?

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How can I find out what is happening on the roads/footways in my area?

- **One.network** – When works are ready to be delivered on the highway and have received a road permit they are logged onto this national public website. Emergency works are included within 2 hours of them being logged with Surrey County Council. [one.network](#). You can sign up to update alerts for your local area.
- **Roadworks Map** – The same information is also logged onto the Council's road works map, and you can sign up to alerts [Roadworks - Surrey County Council \(surreycc.gov.uk\)](#)
- **Highways Bulletins** – Every week Surrey County Council publish, post on social media and email out a bulletin of all the works due to take place within a borough/district in the next fortnight. You can view the latest version. [Weekly highways bulletin - Surrey County Council \(surreycc.gov.uk\)](#)
- **Winter Maintenance Programme** – See the programme at [Council's Winter Service](#) - salting programme and where the maintained grit bins are located on our [Winter Service map](#):

What about the long term maintenance plans for my area?

- **Highway Maintenance Investment Programme (Horizon)** – Our planned maintenance for your area, including roads and pavement works, drainage, traffic light and bridge maintenance works is included on our Horizon map [Horizon – highway maintenance investment programme - Surrey County Council \(surreycc.gov.uk\)](#)
- **Major Maintenance Projects** – Updates on the major maintenance projects the Council is collaborating on are detailed here: [Major maintenance projects - Surrey County Council \(surreycc.gov.uk\)](#)

How can I find out what is happening on rights of way?

- **General information on vegetation cuts on rights of way** can be found here [Contact us or report a problem on a Right of Way - Surrey County Council \(surreycc.gov.uk\)](#)
- If you set up a profile with the countryside access reporting facility you will have **access to a map** that logs all enquiries made and the outcomes, as well as when maintenance will take place in general. [Public Rights of Way \(surreycc.gov.uk\)](#)

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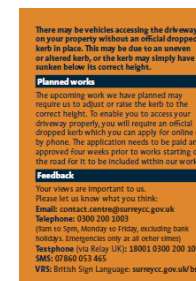
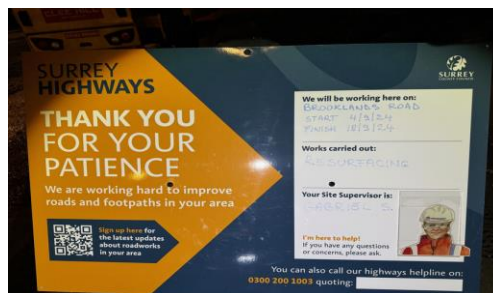
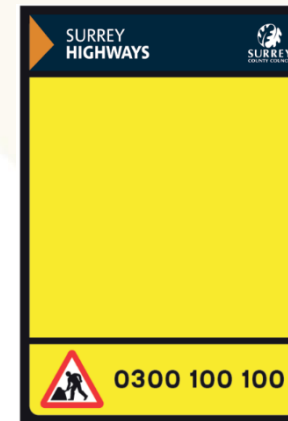
Communication, what your residents can expect.

We now use both Postcards and letters to inform residents about our works; postcards are used for fast moving programmes where letters are not suited. We direct our residents to useful information about the works being delivered via: QR codes and short URLs for SCC pages.

We produce a Highways newsletter for updates and stories where you and your residents can sign up for news and updates about highways in your local area [Your Highways Update landing page](#)

Our notification period for works is 5 days to enable the information to be more efficient and accurate.

If you have registered to receive updates on the [one. Network](#) then you will receive an automatic update when works have been programmed and are ready to be delivered.



How do I report a problem on the highway?

Fixing Surrey's streets - Our new system is called 'FixMyStreet' and can be found here: [Surrey County Council FixMyStreet](#)

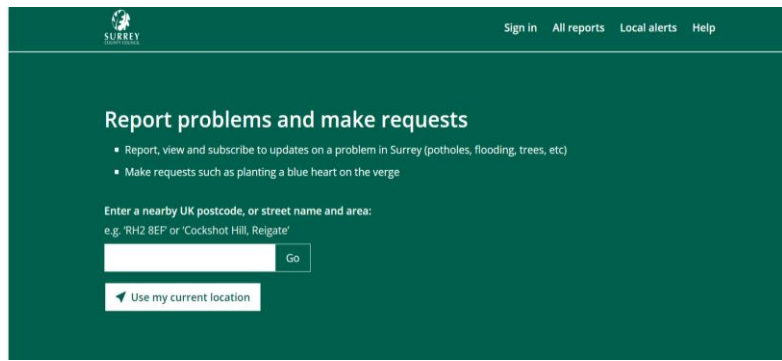
Whether it's a pothole in the road or faulty traffic signals, we want to make it easier for residents to report and track issues in their local communities.

As part of our continued investment in improving Surrey's highways and the experience for our residents, we have launched a new highway reporting system.

FixMyStreet allows people to quickly and simply report issues in their area which need fixing, cleaning or clearing. Residents can see issues which have already been reported, sign up for local updates and track the progress of repairs using their mobile phone or other device.



What 3 words - <https://what3words.com> – can help pinpoint a location in the description box if no obvious landmarks.



Setting Local Alerts enable you to keep abreast of new issues being raised in a particular area, based on what you set. Select the Local Alerts option from the top bar, enter a postcode or street name and area. Select which reports you would like to receive alerts for and enter an email address. New reports will be sent daily if they occur in the set area. The option for local alerts can be found here

Why do I need to log an issue online?

Enquiries are logged on the online system. Logging your enquiry via the website ensures that the enquiry is accurately recorded and enables us to quickly direct the enquiry to the correct team or officer, therefore helping to provide a speedy response. We also use the data to track trends and progress future maintenance.

Highways officers receive several thousand reports and enquiries a month, so immediate responses are not possible.

Please allow officers the 15 working days to respond before chasing a response and factor this into your timescales for information.

First step - [Surrey County Council FixMyStreet](#)

If you hear nothing after 15 working days, you should tell us by emailing hw_enquiry_replies@surreycc.gov.uk quoting the reference number and ask if for your enquiry to be escalated.

You can call the general highways phone number **0300 200 1003** to discuss your enquiry.

Should I tell my county Councillor? You can, but it will not prioritise your request. The relevant teams will already be working on it. It will simply add duplication providing two responses and may cause a delay in response.

What if it is an issue on private land? (Enforcement - how does this work?)

Examples of enforcement cases – Vegetation (hedges), encroachment/obstruction of the highway, illegal vehicle crossovers, skips, scaffolding, drainage, damage to the highway, illegal signs, illegal deposits upon the highway e.g. mud.

The time frame for any enforcement that Surrey CC can undertake is dictated by the relevant legislation used. **We currently operate within 18 areas of highways legislation.**

Overgrown or an overhanging tree or hedge - on private land which endangers or obstructs road and pavement users is one of the most common issues. For more information on grass cutting, please see pg. 23. The process for overgrown vegetation involves contacting the owner requesting that they cut it back; they have 14 days to make contact, if there is no compliance, then we have the right to serve them with a notice to do the work under Section 154 of the Highways Act 1980. Before we do this, there are a few more stages that officer must undertake, which include:

- Further customer contact
- A further site visit and photographs for adding to our internal system.
- Liaison with our legal team regarding issue of formal notices

In some cases, if cutting back private hedges would disturb wild birds, we may allow the owners to delay the work until the bird nesting season is over. This is because there are [laws against disturbing wild bird nests](#).

To report any issue where you believe enforcement may be required, please use the following link:
- [Surrey County Council FixMyStreet](#)



Contact us to report a pothole. You can report, track and receive communication about an issue through reporting a pothole on the online portal. [Surrey County Council FixMyStreet](#)

The Council assesses all reported and identified potholes by our highway safety inspection procedure. Full details of how we prioritise defects can be found on our website at www.surreycc.gov.uk/roads-and-transport/policies-plans-consultations/policies-and-plans/highway-safety-inspections-standards-and-procedures

Not all potholes affect safety, and they will not be repaired if they do not meet the criteria set out in the Highway Safety Inspection Procedure. How we manage potholes across the county is set out on our website at [How we're managing pothole repairs - Surrey County Council \(surreycc.gov.uk\)](http://www.surreycc.gov.uk/how-we-re-managing-pothole-repairs)

Pothole on road
 Reported via mobile in the Pothole on a road - More than 150mm wide and more than 40mm deep category anonymously at 16:08, Monday 21 October 2024
 Sent to Surrey County Council less than a minute later.

Pothole does not appear to have been inspected before. It is on Binfield road near entrance to Farm close

UPDATES
 Awaiting inspection - inspection due within 5 working days
 Posted by Surrey County Council at 16:09, Monday 21 October 2024

Assessed - scheduling a repair within 5 working days
 State changed to: Action scheduled
 Posted by Surrey County Council at 11:41, Thursday 24 October 2024

Passed to contractor - scheduling a repair within 5 working days
 Posted by Surrey County Council at 11:41, Thursday 24 October 2024

Scheduled to a crew
 Posted by Surrey County Council at 14:06, Thursday 24 October 2024

When do you repair potholes?

We respond within 2 hours to potholes that could be a danger to road-users. These potholes will normally be repaired straightaway but may be temporarily sectioned off with cones where this is not possible. You can find our response times for less severe potholes and other highway defects at [SCC Highway Safety Inspection Policy Dec 2018](#)

When do you make semi-permanent repairs?

We make semi-permanent repairs on roads where resurfacing is planned as part of our [Horizon Programme](#). These could be large patches or we might use the Jetpatcher machine to fill the potholes and make them safe until resurfacing starts.

Do you coordinate pothole repairs with planned works?

We always try to co-ordinate repairs with planned works by utility companies in the local area. However, it is not always possible because reactive defects (ranging from potholes and footway trips to defective drains and road signs that if left unrepaired or unattended could cause injury or damage) can't be scheduled in advance.

What does the "T" marking mean?

Sometimes, we do temporary repairs on very busy roads or if the surface is wet. These repairs are marked 'Temp' or 'T'.



If an issue is logged multiple times, does it go up the ranking?

Reporting the same issue multiple times does not give the issue a higher priority

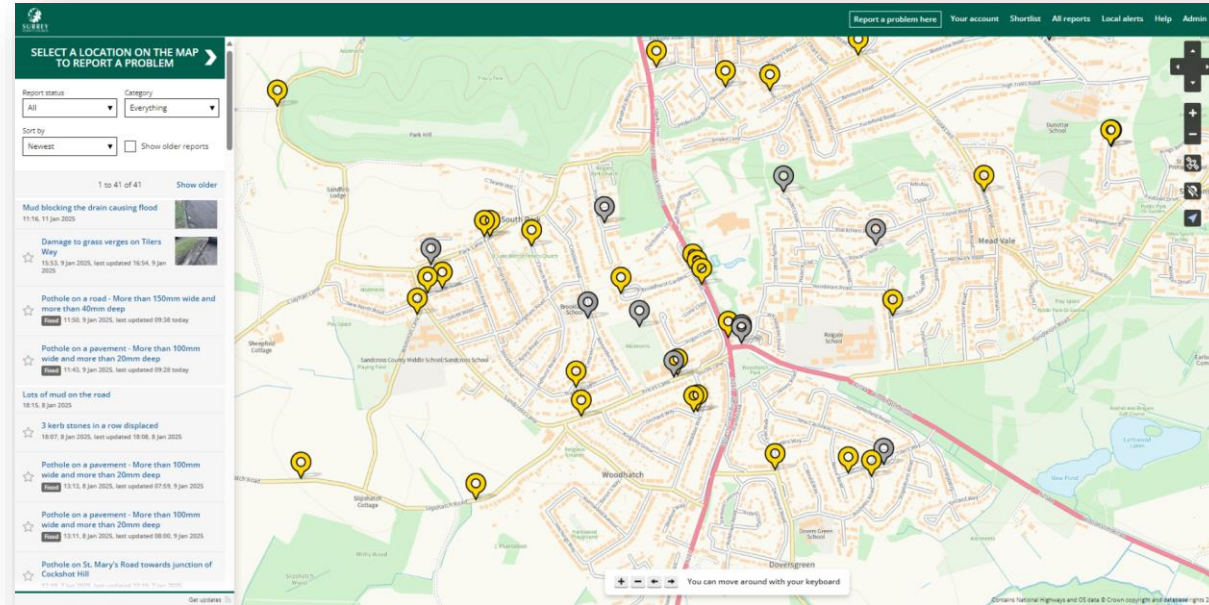
We would encourage you to subscribe to a report rather than raise a new one. Each defect report received is inspected by the team, and more reports just adds to the volume of inspections relating to one issue and could delay resolution.

The little map pins indicate where a report has already been made.

The yellow pins are where reports have been made on our site. The grey pins are where reports are made directly on FixMyStreet.com.

You can get updates about a particular report.

Subscribing to a report means that you will receive notification each time the status of the report changes without having to log it yourself.



In what circumstances should we consider reporting more than once for a particular issue?

The only time it may be useful to report a particular issue more than once is in the case of severe flooding. Flooding enquiries are closely monitored to see if the flooding subsides once the rain stops. If flooding has not subsided after 48 hours, and further reports are added after 48 hours, this indicates to the team that further investigation is required.

Access protection markings (H bars) and disabled parking bays



Residents can apply for access protection markings (H bar) and advisory disabled parking bays outside of the parking review process.

Access protection markings (APM) are white 'H'canes, sometimes called H bars, painted onto the road to draw attention to a driveway or access. **These white lines are advisory markings and have no legal standing.**



APMs can help improve the conspicuousness of a dropped kerb access and may deter people from parking in front of it. For more information, please use this link [Access protection markings \(H bars\) - Surrey County Council](#)

Criteria for applying - The following criteria must apply:

- You must have an [official dropped kerb access](#) onto the highway
- You must include photo evidence of parking in front of your access on two separate occasions
- Double yellow lines must not be present

Disabled parking bays are marked areas on the road that provide on-street parking for [blue badge](#) holders. We install them in residential streets to help blue badge holders park close to their homes. For more information, please use this link [Disabled parking bays - Surrey County Council](#)



Requesting a change to parking restrictions



What can the parking budget be spent on?

The parking budget is spent as necessary on whatever new parking controls or restrictions are required. This includes the notices to advertise new controls in the local newspaper and also refreshing worn yellow lines and parking bays.

How often do parking reviews take place?

The parking team carry out a review of parking across the whole of each district/borough every 12 to 18 months. We do not introduce new parking controls at one or two locations at a time in order to maximise efficiency and provide best value for money.

The process from start to finish can take approx. 2 years.

What can a parking review affect?

- Yellow lines – double and single
- Parking bays – time limited bays, permit parking bays, loading bays, voucher parking bays, coach parking bays and some combinations, such as permit holders or 2-hour maximum stay
- Disabled bays where Traffic Regulation Order is required
- School Keep Clear markings

How can I report concerns for inclusion within a parking review?

The template for residents or local groups to use to request an inclusion in the parking review can be found on our website. [The parking review process - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

As a Parish Council, if you are aware of local parking issues please talk to your County Councillor for advice.

When is the next review in my area?

A schedule of all the reviews and how to feed into it is set out on our website: [The parking review process - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

Can I request a scheme outside the parking review timetable?

This is not cost effective and would therefore be difficult to justify. We are obligated to publish notices which can cost hundreds of pounds hence why we conduct area-wide reviews to keep the cost down and enable previous amendments to bed down.

Parking Enforcement

On street parking enforcement in Surrey is carried out by NSL, working on our behalf (Surrey County Council). Borough and district councils carry out parking enforcement in their car parks.

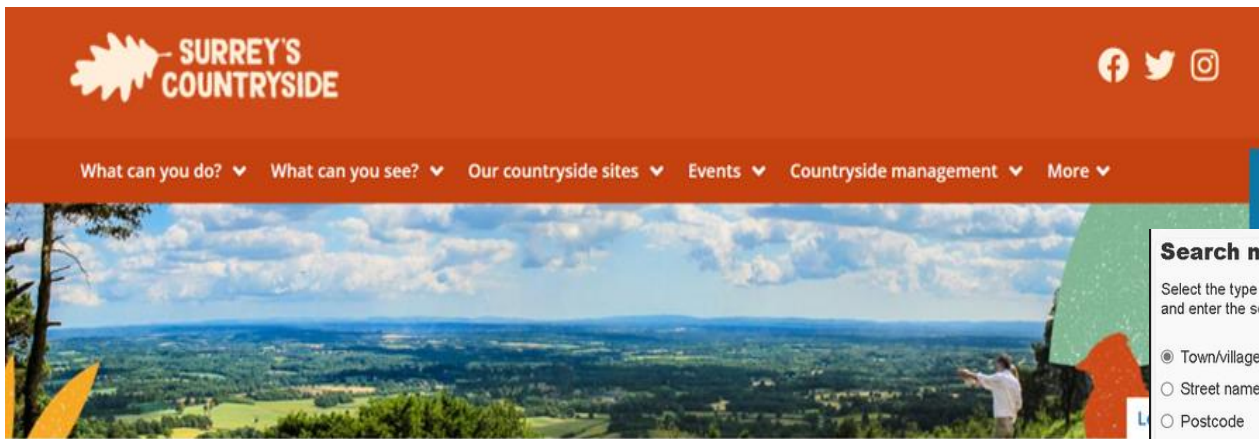
Parking fines - Where vehicles are parked in breach of [formal parking controls](#) such as on yellow lines, in permit bays without a permit, or overstaying on a time limited parking bay, civil enforcement officers can issue [parking fines](#), known as Penalty Charge Notice (PCN). They can also issue a PCN to [vehicles parked in front of a dropped kerb](#), in certain circumstances, and double parked.

Reporting illegal and inconsiderate parking - If you are aware of illegal or inconsiderate parking taking place and want to tell us about it, please email SurreyParkingEnforcement@nslservices.co.uk with as much information as possible. If a patrol is available in the area they will be deployed. If someone is found to be parking illegally, we can issue the vehicle with a penalty charge notice (parking fine). If the parking is just inconsiderate, we may not be able to take any action.





How do I report a problem on a right of way?



Contact us or report a problem on a Right of Way

[Contact us or report a problem on a Right of Way - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

You can report, track and receive communication about an issue by reporting problems on the on-line portal.

This Priority Statement guides how we manage work on rights of way.

[Rights of Way Priority Statement - Surrey County Council](#)

Search map
Select the type of search you require and enter the search term below.

- Town/village
- Street name
- Postcode
- Parish
- Grid reference e.g. TQ13705220
- Route code e.g. UD108/55/20
- Land code e.g. 00005

Current location

Save location

3. To report a new Fault, ensure the Select Tool is highlighted and click to Select the Path where the fault has occurred.

4. Once the Path has been selected, switch to the Add Fault Tool and click the map at the exact location and then add details.

Feature Information

Parish

Name: Wonerssh

Path Details

Code: UL020/309/10
Parish: Wonerssh
Status: Footpath
Length: 1207m

Maintenance Issue

Maint Code: 10121
Web Tracking No: None
Type: AnnualClearance/NoObstacles (Route)
Description: Not Available
Priority: P.2
Status: Annual (A)
[Click here to add a comment/receive updates](#)
Photo: (No photo available)

Surrey County Council general budgeting cycle

The Council sets a **Medium Term Financial Plan (MTFP)** setting out the projected budgets for different departments over the next four years. Each year departments within the Council use the projected budgets within the MTFP to develop a proposed programme which is then scrutinised by officers and Select Committees and considered by Budget Council the following February. Programmes agreed by Council and following Cabinet meetings are then programmed for the following year. A simplified pictorial explanation is below:

2023	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
				Initial conversations and assessments carried out			Initial programmes drafted against MTFP			Budget discussions take place and drafts revisited		

2024	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
	Select Committee reviews budget proposals	Budget Council agrees top level budgets	Cabinet agrees directorate level budgets	Schemes identified alongside the Cabinet directorate level budgets are programmed, permits applied for, more detailed design completed where needed, and delivered.								
				Initial conversations and assessments carried out			Initial programmes drafted against MTFP			Budget discussions take place and drafts revisited		

2025	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
	Schemes continue to be delivered.											
	Select Committee reviews budget proposals	Budget Council agrees top level budgets	Cabinet agrees directorate level budgets	Schemes identified alongside the Cabinet directorate level budgets are programmed, permits applied for, more detailed design completed where needed, and delivered.								
				Initial conversations and assessments carried out			Initial programmes drafted against MTFP			Budget discussions take place and drafts revisited		

So we are always working at least 12-18 months in advance of delivery (subject to road space and size of project)

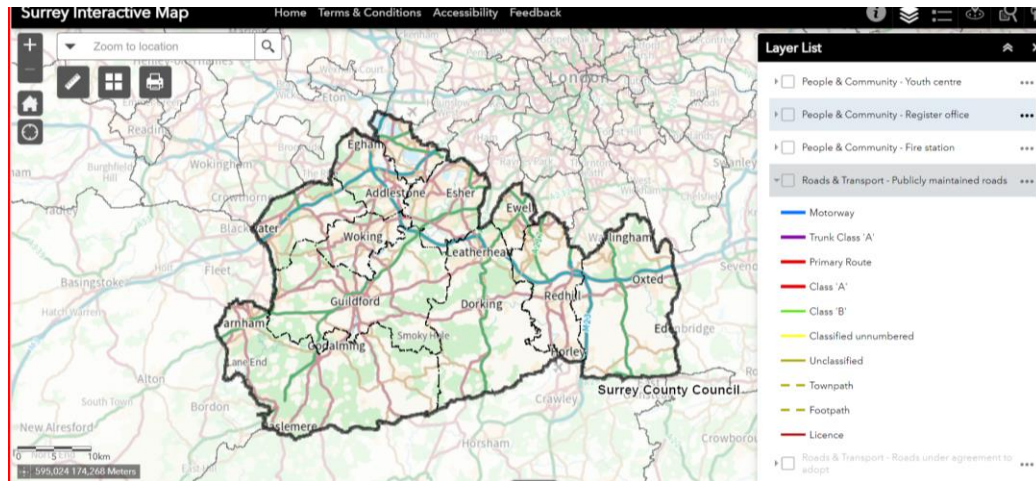
N.B. This is the general budget cycle – external or specialist funding streams might work to slightly different timeframes

How roads are prioritised in Surrey

Surrey County Council (SCC) Highway Hierarchy is well established; the carriageway definition has been in use since around 1989. The hierarchies are in line with the recommendation for a functional network hierarchy as described in ‘Well-Managed Highway Infrastructure: A Code of Practice’ (October 2016).

Surrey County Council Road hierarchy is called the Surrey Priority Network, or SPN. The SPN is a risk-based prioritisation of every road that SCC is responsible for. Each hard surfaced road is assigned one of 5 SPN categories – SPN 1, 2, 3, 4a or 4b.

Using the following link will help identify the SPN category of roads in your Parish [Surrey interactive map - Surrey County Council](#)



Other useful links providing information about our road network and how it is managed:

- [Horizon – highway maintenance investment programme - Surrey County Council](#)
- [Types of road maintenance - Surrey County Council](#)
- [Highway Safety Inspections - standards and procedures - Surrey County Council](#)

How do we prioritise road maintenance?



Road maintenance works are prioritised using a number of criteria including:

- **Condition of the road** - This includes an engineer's assessment.
- **Road priority** - Greater priority is given to roads with the greatest usage or need.
- **Risk to the public** - This is calculated using data that is recorded on our systems [Surrey County Council FixMyStreet](#) and other internal systems, and the number of small repairs carried out.

Please see our [Hierarchy Definition Policy](#) for more information on how we put roads into a priority order for maintenance purposes. We call this 'Surrey Priority Network'.

The [Capital Prioritisation Policy](#) criteria ensures that the available funding is used on the roads and footpaths that are in greatest need of treatment in a fair and consistent manner across the County.

Capital Prioritisation Policy for Highway Assets and Highways and Transport Asset Management Strategy can be found here [Maintaining our roads and pavements - Surrey County Council](#)

How schemes are programmed

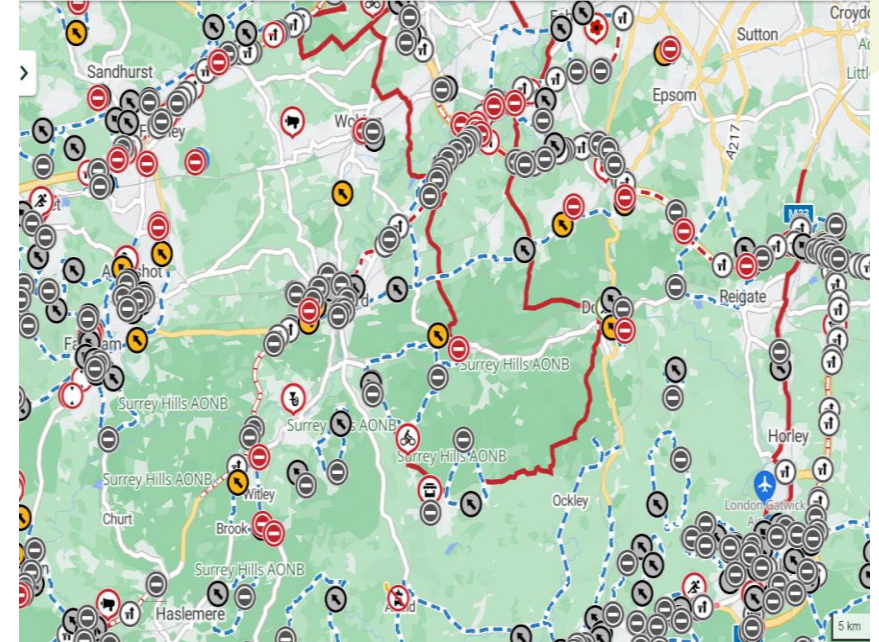


We appreciate that it is often frustrating that we cannot give out absolute programmed dates once schemes have been given road permits/road space, and we ask you to subscribe to [Causeway one.network](#) or the road works map to be advised when a date is agreed.

The Council's Streetworks team manage all the schemes on the network that require road space and will adapt the programme for delivery to ensure that the 80,000 – 100,00 highways and utility works that take place in a year (including emergency works and pothole repairs) are programmed to be delivered with the least possible impact to residents. This also means adapting to unforeseen events such as accidents, emergency works or even severe weather.

Things the Streetworks team need to consider when granting road space:

- **Diversion Route clashes**
- **External schemes – such as, DfT, National Highways and utilities.**
- **Network Rail planned major works.**
- **Other County Council works e.g. Road Safety works and major schemes.**



The above image shows a month's level of road permits – you can see more local permits when you zoom into the map.

Utility Companies and Emergency works



Emergency works are unplanned, urgent works necessary for public safety or to prevent disruption (e.g., burst water mains, gas leaks) or loss of supply. Surrey County Council should be notified within two hours of works starting.

Legal Framework & Responsibilities:

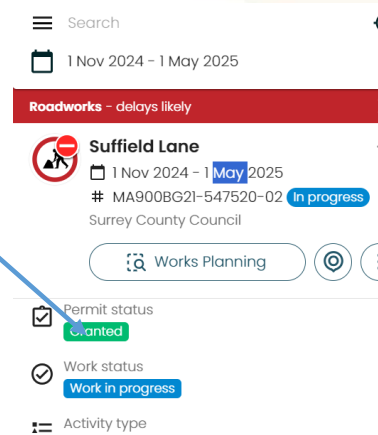
- Governed by the New Roads and Street Works Act 1991 (NRSWA) & Traffic Management Act (2004), Surrey County Council ensures compliance, issuing permits and enforcing conditions, more information can be found here [Frequently asked questions about utility companies and their road works - Surrey County Council](#)

Street works role:

- To ensure essential services, such as water and gas, have access to the highways to carry out maintenance works.
- To help residents understand the cause of traffic delays, noise, and disruption.
- To ensure the road network is safe to navigate whilst trying to minimise disruption.

Various stages of permit notification for works – what this means: [Causeway one.network](#)

- **PAA** – is a permit used for a 3 month notice period for major works. This is used to reserve road space and provide a significant notice period for all stakeholders. The dates shown on one.network at this stage are indicative of the range of time in which the works will be undertaken rather than the specific dates and duration.
- **PA** – 10-day notice period that comes after the PAA, this is the final phase of the permit before the works start.
- **Granted** – Works are scheduled to start; road space has been granted.



What can you do to address highways or rights of way issues?

What can Parish/Town Councils do?

How can you support your residents on highways issues?

- Report and highways safety issues via the FixMyStreet, and advise your residents to do the same, so that all issues can be assessed and addressed as appropriate [Surrey County Council FixMyStreet](#)
- Keep up to date with the Surrey highways programmes through the [Causeway one.network](#) map, highways, horizon programming [Horizon – highway maintenance investment programme - Surrey County Council](#). Sign up to receive the [Your Highways Update](#) via email each week. This update includes news stories and the weekly bulletin of upcoming and completed roadworks in your local area. **Promote these tools to your residents.**
- **Talk through your priorities with your County Councillor** and discuss whether it's possible to align these with the schemes that are likely to be provisionally programmed the following financial year.
- Work with your **County Councillor** to coordinate any volunteering opportunities near the highway or on rights of way.

What can you do to support this?

1. If you have a local priority that cannot be prioritised through SCC funding, and you have the funding to support works on the highways, consider whether this is something that you would like to fund. We will be working with a group of parish representatives to develop a process for this approach.
2. Organise and lead community volunteering , please use this link for more information [Community Highways Volunteering Initiative](#) .

Volunteering next to the highway

We recognise that we can't do everything, and that there are some services which are important to local communities, and that you would like to undertake yourselves to enhance what we already do.

To respond to the needs of the community, and an increasing appetite from local communities to carry out some of these activities themselves, we introduced the [Community Highways Volunteer Initiative](#) in 2020.

This enables community groups (through a town/parish council or residents association) to take on responsibility for the delivery of certain maintenance activities in their area.

Subject to agreement, the following types of work could be included in a volunteering scheme:

- Cutting back vegetation overhanging the road or footway
- Clearing footways of weeds/moss
- Removing vegetation from parapets or fences
- Cleaning signs (excluding street name plates)
- Litter picking.



Key Documents:

[Community Highways Volunteering Policy](#)

[Community Highways Volunteering Guidance](#)

Volunteering on rights of way



Current Volunteer Activities on Public Rights of Way (PROW)

- Path inspections, assessing routine maintenance tasks, confirming reports of issues, and carrying out minor maintenance tasks e.g. trimming vegetation, attaching waymark discs
- Volunteer groups undertake vegetation clearance, signage repair and replacement, small bridge installation and repair, gate installation and step building.



How can Parish Councils get involved?

- Appoint a PROW rep that can liaise directly with the Countryside Access Team on matters directly linked to PROWs within the parish (preferably the clerk).
- Identify possible improvements to the local network, promoting priority routes that link focal points such as sports grounds or village greens.
- Consider forming a parish volunteer group/ work party to regularly maintain paths etc.
- Remember that parish councils have the powers to undertake works on PROWs – please ask how we can support you with this.
- If you have discussed your approach with your local County Councillor, and they are supportive, Parish/town council clerks are invited to email to register as a volunteering group - highways.volunteering@surreycc.gov.uk



Community led 3rd party assets on the Footway

The following groups can apply for a license to install benches, planters, notice boards etc. on the footway.

- Boroughs and Districts
- Parish and Town Councils
- Accountable residents' associations

The applicant will be responsible for the ongoing maintenance of the asset.

There will be a 2-stage application process with organisations applying for approval in principle before applying for the license itself; when applying for the license the organisation will need to provide evidence of £10 million public liability insurance, both for their organisation and their Contractor and the Contractors Street work qualifications, this will apply to all parties working on the site.

This license applies **only** to footways and not to verges or roundabouts, as the legislation we are using (Section 115 of the Highways Act) for this process only applies to footways.

It is the organisations responsibility to pay for the cost of supplying, installing and maintaining the asset. The type of asset must be of a commercial quality to be used on the public highway.

Further information about the application process can be found here [Request new street furniture - benches and planters on pavements and footways - Surrey County Council](#)



Most commonly asked questions

Links and Guidance

Trees/vegetation and grass cutting



The Council is responsible for grass cutting, weed spraying and treatment of harmful weeds on the highway verges in Surrey. The standard across the whole County is currently six urban cuts, two rural cuts and two weed spray treatment per annum; this work is weather dependent.

On our webpage you can find: Grass cutting programmes [Grass cutting programme in Surrey 2024 to 2025 - Surrey County Council](#) and information on benefits of less grass cutting, our maintenance aims, weed spraying management and litter picking.

Maintaining our trees: There are approximately 2 million trees growing on Surrey's highway network. They make an important contribution to the landscape and provide many other environmental benefits for the county. Our network of highway trees provides important habitat, allowing wildlife to live and move through the landscape. They are also a vital resource for combating climate change, if you would like more information, please use this link [Maintaining our trees - Surrey County Council](#)

When we cut hedges: We usually start cutting our hedges in late Autumn/Winter - We always check if birds are nesting before we carry out works, if they are we will not carry out the work until the birds have finished nesting (this varies depending on weather conditions but is generally from mid- March to August).



Calendar – Seasonal maintenance works



Below is a calendar displaying the time of year these works generally take place; the dates can fluctuate as these works are weather dependant and seasonal. For more information on when regular maintenance work is likely to take place in your Parish, please use this link [Types of road maintenance - Surrey County Council](#)

Maintenance scheme	January	February	March	April	May	June	July	August	September	October	November	December
Rural Grass cutting – 2 x per year (country roads)												
Urban Grass cutting – 6 x per year												
Vegetation (flailing) – 2 x per year												
Conservation verges – 1 x per year												
Weed control (Countywide) – 1 x per year, a second spray if needed.												
Road maintenance – Surface Dressing – yearly programme												
Footway maintenance – Slurry – yearly programme												
Gully cleaning – throughout the year (cyclical programme)												



Regular Highways Maintenance

SURREY HIGHWAYS

Improving and investing in Surrey's Roads

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Surrey Highways

NextDoor in your area

Road markings - Every year, the cyclical maintenance programme refreshes road markings on the main Surrey road network, we aim to cover 2 District and Borough Council areas per year. This includes going up to 30 metres into side roads to ensure give-way markings and waiting restrictions on corners are refreshed. Additional requests made by residents for the refreshing of road markings are assessed, grouped together and work carried out, as required, on an ad-hoc basis. For more information, please use this link [Maintenance of road markings - Surrey County Council](#)

Road markings are laid on the Highway following resurfacing work as part of new Highways schemes and when they need to be refreshed. Thermoplastic paint is generally used to lay most road markings. There are a number of challenges we face when laying road markings:

- It is not possible to lay road markings when the road surface temperature is under 5 degrees as they do not stick properly to the road surface and may not last very long.
- Road markings cannot be laid on a wet road surface or when there is salt on the carriageway as the material does not stick to the road surface.

Gully/Drain cleaning – Roadside gullies are cleaned all throughout the year, however these are on a schedule and every gully/drain cleaning cycle can be different, for example some gullies are cleaned 6 monthly, yearly or every two years. We have a programme for cleaning gully/drains in each area. We do not publish exact dates as the programme is subject to change due to factors outside of our control, such as weather events or utility works taking place. For more information, please use this link - [Drainage - Surrey County Council](#)

New and temporary signs

Surrey County Council provides the signs necessary for safe and efficient navigation of the roads. We recognise the importance of accurate, appropriate signing for safe navigation to a range of destinations, but also the distraction and clutter that can result from too many signs.

Please see our [new road sign requests policy \(PDF\)](#) for full details on how we decide which signs to provide and where.

More information can be found here [Requests for new and temporary signs - Surrey County Council](#)

And includes:

- How to request a new tourist destination sign
- Temporary Signs to Special Events



Requests for replacement of damaged or missing non-illuminated signs or bollards are assessed by our Highways service. Safety critical and regulatory non-illuminated signs or bollards such as speed limit or warning signs take priority. If there is a sign in your Parish that needs assessing, please use this link to report it [Report a damaged, missing or obscured traffic sign](#)

Replacement work is batched quarterly to enable efficiency and cost-effective delivery so replacement may take up to six months. Street name plates are classed as non-illuminated signs. However, these are the responsibility of the relevant [borough or district council](#).

Damage to council property



To report vandalism or damage to any council property on the highway e.g. bollards, railings, dog waste bins, bus shelters or any other council equipment on roads or pavements, please report via [Surrey County Council FixMyStreet](#); this includes graffiti to structures.



We ask residents to call the Contact Centre on 0300 200 1003 to remove offensive graffiti. This is because the Highways emergency team will remove the offending graffiti at the earliest opportunity.



Information about how and when speeds are managed on Surrey's roads, including speed enforcement, traffic calming and Community Speed Watch are set out on our website - [Managing speeds on Surrey's roads - Surrey County Council](#)

As part of this we have a [Speed Limit Policy](#) which sets out how the Council manages speed limits across the county. This includes the procedure to decide whether to change a speed limit. There is also information about how we work with Surrey Police to develop Speed Management Plans for each borough/district area.



Speed Limits on Surrey roads

If you want to know more about why your road has a particular speed limit, the details about how the Council manages speed limits is set out in the Speed Limit Policy. If you have any concerns about the speed limit along a particular road, check the Speed Limit Policy to see whether your proposal would meet criteria for a change in limit.

If you believe it does, talk to your County Councillor and report the issue on the website so that it can be investigated holistically by a Traffic Engineer [Surrey County Council FixMyStreet](#)

Heavy goods vehicles (HGVs)



As a transport authority, Surrey County Council has some limited powers to regulate heavy goods vehicle (HGV) movements.

Where a height or weight restriction is already in place on a road, the Police are responsible for enforcement. If there is not already a height or weight restriction, we may consider putting one in with the support of your local County Councillor where there is a proven issue. [Heavy goods vehicles \(HGVs\) - Surrey County Council](#)

While some vehicles may be unsuitable for a road, a height or weight restricted road would often not prevent the problem. We take any reports about unsuitable HGVs seriously and our Engineers will decide if there is any suitable action to be taken. Sometimes this may unfortunately mean that no immediate action is taken.

Drivers need to understand that the Sat-nav guidance is not always correct; we encourage drivers to use main roads as far as possible, until near the point of delivery to reduce the impact on towns and villages to a minimum. The [Surrey Interactive map](#) shows weight or height restricted bridges in Surrey.

Parishes can support a **HGV Watch** in your community, whereby volunteers, with the support of SCC and Surrey Police, monitor HGVs who are found to be driving through existing weight restrictions. The objective is to improve compliance with HGV weight restrictions and to inform HGV drivers, operators and sat-nav providers, to help them make better decisions with regards to vehicle routing, more information can be found here [HGV Watch - Surrey County Council](#)



Vehicle Activated speed warning signs (VAS)

These signs display when drivers are exceeding the speed limit. They are designed to support speed awareness and encourage drivers to slow down. They must be placed on a straight stretch of road to allow the radar device to accurately judge the speed of approaching vehicles.

Advantages

- No discomfort or delay experienced by any vehicle user
- Reasonably priced, provided there is a nearby electrically supply

Disadvantages

- Not as effective as physical traffic calming measures such as road tables.
- Over time they can be less effective as drivers get used to them.



If you would like a Vehicle Activated Sign (VAS), talk to your County Councillor and if supported, clerks can request this through [Highway issue - Before you start - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk) for an Engineer to assess. Before you do, please consider and provide the following information:

- Have you talked to your County Councillor
- A map location
- What is the concern?
- Is there a suitable power mains source, an indication is if there are streetlights?
- Are there good oncoming sightlines for drivers?
- Is there enough room on the side of the road to place the VAS?

Village Gateway Signs

We recognise that villages might like village gateway signs. However, it is not currently something that will prioritise for delivery through County Council funding.

If this is something that **you are interested in funding and maintaining**, then we **can consider** it using Department for Transport (DfT) guidance on traffic calming and our Signs Policy.

In the DfT guidance, gateway signs should only be installed on the approaches to a village centre or at changes in speed limit.

What can't you influence?

- Signs are either mounted on 2 metal posts or on a timber or plastic effect timber gateway.
- The letter sizing is set out in the 'Traffic Signs Regulations and General Directions' to ensure that drivers are able to read the sign, as a result the signs can be quite wide.

What you will need to consider before contacting us:

- Is the verge wide enough to install the sign? (*Signs cannot obstruct pavements and must be installed with the edge of the sign at least 45cm from the edge of the road so that they are not hit by passing vehicles.*)
- Does it block drivers' sightlines when turning out of side roads or private driveways?
- Artwork – You can design and provide images relating to the village, for use on the sign - it must be simple and use very few colours so as not to distract drivers
- A village gateway sign will not take priority in delivery as safety measures will be delivered first.



Gateway signs are typically rectangular, which may or may not have a humped top, in a landscape format. Wording in the standard transport font as above, or similar often includes "Please drive carefully". **'A sign for Worplesdon will be wider than a sign for Send'.**

Key Document:

[Surrey Highways Signs Policy - July 2022 \(surreycc.gov.uk\)](#)

We appreciate that many communities will want to have Christmas Trees with lights in the heart of the community this winter.

To support this, the Council has recently simplified its process to support communities to be able to have Christmas Trees in their communities. Christmas Trees may be placed on the highway at approved locations; however, they will need to be in free standing planters or stands on the verge or pavement (not on the main carriageway itself).

The guidance on what is appropriate, and the process is now online here: [How to apply for community Christmas trees within Surrey - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/roadworks-and-traffic-management/roadworks-and-traffic-management-articles/how-to-apply-for-community-christmas-trees-within-surrey)

Things to consider

- Have you got agreement from the neighbours next to where you would like the tree?
- Is there enough space for the tree? There must be a minimum of 1.5 metres clear space beside the tree so that people, including those with mobility difficulties, disabilities or pushing pushchairs can get past.
- Ensure the tree's location does not block sightlines for drivers turning out of side roads and private accesses.

Lights on the Christmas Tree

- You will need to use solar, or battery powered lights to support festive lighting on Christmas Trees
- We do not install new electrical connections for lighting for Christmas trees on the public highway.



Festive lighting on streetlights

Festive lights may be attached to highway street lighting columns at approved locations with consent from Surrey County Council.

Information about the process can be found on the SCC website: [Attaching items to streetlights - Surrey County Council \(surreycc.gov.uk\)](#)

- If a street lighting column has not previously had festive lights attached to it, a new outlet socket will be needed. Please request this **before the end of August so that the site can be assessed.**
- Festive lighting will only be permitted on lighting columns that are at least 8m tall to allow enough height clearance.
- We do not permit cables powering lights on Christmas Trees or other structures to be attached to street lighting columns.
- We have a Code of Practice for attachments to street lighting which is on the SCC website: [Street Lighting Attachment Code of Practice \(surreycc.gov.uk\)](#)



Streetlights



To report an electrical hazard or emergency, please call 0300 200 1003

Please use this link to [Report or track faults with street and sign lighting - Surrey County Council](#)

Who maintains Surrey's streetlights?

The majority of street and sign lights (over 90,000) are maintained by Surrey.

Part-night street lighting is used in selected roads; lights are switched off between 1am and 5am – more information can be found here [part-night street lighting report](#).

Street lighting in Surrey currently uses light emitting diode (LED) technology. The LED light source is highly efficient and environmentally friendly. It is more controllable than previous types of street lighting as it can be dimmed when necessary and it concentrates light on where it's needed with less light pollution.

LED street lighting will minimise light pollution into homes and gardens, last longer and reduces the likelihood of faults; they are much more energy efficient, reduce energy consumption and can be programmed to be dimmed when appropriate.

Permits/Licences/Applications



When work is carried out on or near the highways, often this will require a permit or a licence.

For more information, please use this link [Road permits and licences - Surrey County Council](#).

A useful list that would require permit or license for your residents:

- Attaching items to streetlights
- Banners on the roadside
- Building materials on roads or footpaths
- Bunting on the roadside
- How to apply for community Christmas trees within Surrey
- Minor private works on or near the highway
- New and temporary signs
- Planting shrubs and bulbs on the highway
- Planting trees on the highway
- Public events on the road
- Roundabout sponsorship
- Scaffolding and hoarding on the road
- Skip licence
- Tables and chairs on the pavement
- Vehicle crossovers or dropped kerbs
- Third part assets e.g. Benches and planters

Cycling in Surrey

Our local transport plan – sets out the changes we need to make to significantly transform our transport network to achieve net zero emissions by 2050 - [Cycling improvements in our local transport plan - Surrey County Council](#)

We aim to provide:

- new, extended and improved cycling routes
- cycle facilities, for example secure cycle parking
- measures to encourage bike use for longer journeys
- measures to increase awareness and safety
- bike hire schemes
- promotion of E-Cargo bikes.



Local Cycling and Walking Infrastructure Plans (LCWIPs) are plans to improve walking and cycling facilities across the County more information can be found - [Plans to improve walking and cycling - Surrey County Council](#)

Our [cycle facilities map](#) shows where improvements for cyclists have been made to our network.

The winter service operates on a standby basis, 24 hours a day, 7 days a week, generally from October through to April.

The following sources are used to get the most accurate indication of ice on the roads:

- Weather forecasts
- Computerised ice prediction systems
- Information from roadside weather stations
- Road temperature sensors

Things we must consider before Gritting:

- Whether the road surfaces are wet or dry
- The likelihood of rain or snow (rainwater will wash away the grit from the roads)
- If there is any grit already on the roads from previous gritting runs

To view the gritting routes and the locations of grit bins: [Surrey Winter Online Map](#)



We stockpile around 10,000 tonnes of grit which is distributed across our four grit barns. We aim to keep all grit barns at 75% capacity. We also have 38 gritters and 1 mini gritter. Our gritters travel around 1,775 miles of road when gritting Priority 1 roads.

Our 4 winter service depots are:

- Godstone
- Merrow
- Bagshot
- Witley

Parish sponsored grit bins



We provide grit bins for some locations that are not on the priority gritting routes and would not normally receive immediate help during severe weather or snow. We prioritise locations that have difficult road junctions, slopes, acute bends and large numbers of pedestrians.

You can use the grit on the road, pavements and other public footways but not for treating private property. Misuse of the grit can lead to unnecessary shortages that can cause a danger to pedestrians and motorists.

Parish Councils can apply for licenses to put grit bins on the public highway in other locations.

1. There is a charge for this service.
2. If you would like to apply for a new grit bin more information can be found here [Parish Council grit bin licence application - Surrey County Council](#)
3. Once an application is received, we will assess the proposed site for your bin in relation to visibility, obstruction and distance from the edge of the road. We may consult with any affected residents.



Blocked Drains

When very heavy rain falls on hard surface's drains are often overwhelmed, and surface water builds up. This can also be caused by the collection of mud, leaves and other debris that block drains. If the water remains standing on the surface when the rain has stopped, please let us know **but allow a reasonable amount of time for the water to drain away before you do this.**



With the recent weather events and the heavier rainfall, this is unfortunately happening more frequently. For more information, please use this link [Drainage - Surrey County Council](#)

Residents can also help our crews, if they are able to, by keeping any drains outside their homes clear of leaves and litter **if it is safe and easy to do so**. It is important that drains and gulleys are kept clear from debris, like leaves, mud, and litter so they can work effectively during heavy rain fall.



Access to drains - Sometimes we need to clean the drains but can't because cars are parked over them. If we need to clean the drains in a road where there are normally cars parked, we will put signs up showing the planned cleaning dates. Please help us by parking elsewhere during this period.

Can you fix the water coming up through the road and flowing down it? The most likely reason for this is a broken water main. You can find out who your supplier is by going to the [Water UK website](#). For more information about responsibility and who to contact, please use this link [Flooding - Surrey County Council](#)



Flooding and ditches

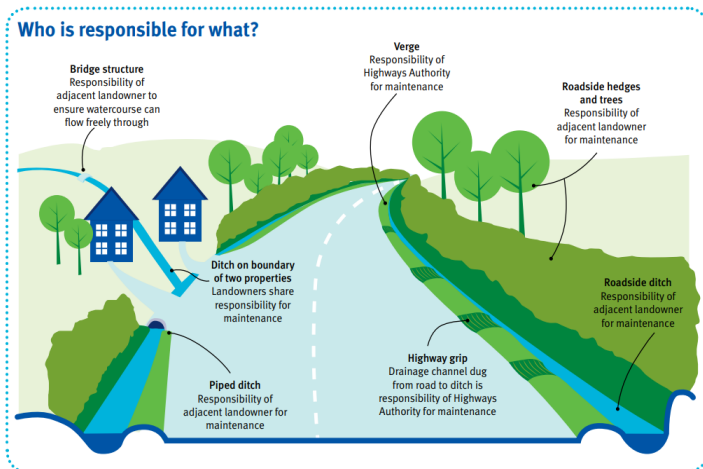
If you think there is a threat to life - Call 999 and ask for Fire and Rescue.

- **If water is blocking roads or pavements and causing a danger** - call Surrey County Council on 0300 200 1003. If you are calling outside normal business hours, please hold for option 3 (Roads and Transport) followed by option 2 (Highway and Traffic Signal Emergencies).
- **If there is any sign of sewage** - Call your water provider [Thames Water](#) on 0800 316 9800 or [Southern Water](#) on 0330 303 0368.
- **If a river has burst its banks** - Call the [Environment Agency](#) 24-hour Hotline on 0800 80 70 60.
- **If you lose power** - Report it via [Power Cut 105](#) by calling 105.
- **Rest centres and sandbags** - Contact your local [district or borough](#).

More information about flooding can be found here [Flooding - Surrey County Council](#)

Immediate Response

Required – Please call us if you need to tell us about a highway's emergency (24/7). 0300 200 1003 (9am to 5pm, Monday to Friday, excluding bank holidays). You can also live chat on the website, and we have an out of hours number should you have an emergency after 5pm.



Most ditches alongside the roads belong to the adjacent landowner. We are responsible for a small number of ditches which we clear.

Most ditches on the roadside are privately owned by the adjoining landowner. The owner is responsible for keeping the ditch clear so water can flow. If you know who owns the land, please report it to them. If you don't know who owns the land, report it to us and we will try to help. [Highway issue - What is the issue? - Surrey County Council \(surreycc.gov.uk\)](#)

You can find out more about the responsibilities of individuals who live next to a watercourse (and are the riparian owner) [Living next to a watercourse - your rights and responsibilities - Surrey County Council \(surreycc.gov.uk\)](#)



Estimates for Highways works – Guide prices

These estimates are indicative costs for your internal use, and not for circulation outside of the parish/town council

Please note that these are indicative estimates, there are several factors that control these estimates.




- **Global market conditions/Inflation**
- **Fees/Designs costs** – including design, implementation and any legal procedures involved.
- **Traffic management** – High speed roads and lane rental fees can increase costs.
- **Material supply** - delays due to conflicts around the world.
- **Change in scope of works required** - Additional work required due to location of underground services such as gas, electric, telecommunications and water supply.

Fluctuation in prices can often be beyond our control - There are many variables in any project, and these estimates are a starting point; final costs can possibly be higher once we start to investigate.

Item	Budget estimate, comments and factors to consider
Cutting back of vegetation	<p>Additional costs for traffic management maybe needed in some locations.</p> <p>£600 per day for 7.5T vehicle and two operatives. Additional cost for the disposal of the cut vegetation and Traffic Management where required.</p>
Clearing ditching	<p>SCC land only :</p> <p>£600 per day for 7.5T vehicle and two operatives. Extra cost for hand dig if utilities supplies are in ditch line. Extra cost if mini digger required. Additional cost for material disposal if the material cannot be spread on site.</p> <p>Additional cost for Traffic Management where required</p>
Siding out of pavements	<p>£600 per day for 7.5T vehicle and two operatives. Extra cost for mini digger. Extra cost for material disposal. Extra cost for Traffic Management where required</p>
Tree work gang for high level work.	<p>Additional costs for traffic management maybe needed in some locations. Day rate including tools and clearance</p> <p>£750 per day</p>


Item	Budget estimate, comments and factors to consider
Gully tanker and jetter	<p>£1700 per day</p>
Gully tanker, jetter and CCTV	<p>This includes CCTV analysis</p> <p>£2665 per day</p>



Item	Budget estimate, comments and factors to consider
<p>Sign cleaning</p> 	<p>£600 per day for 7.5T vehicle and two operatives. Additional costs for enabling access to large and high signs. Additional costs for Traffic Management where required</p>
<p>Grit bins</p> 	<p>New Grit bin - £840 Extension of Grit bin- £601 (4 years)</p>
<p>Small Patching or failed utility trench on carriageway or footway</p> 	<p>£50 per m². Additional costs for Traffic Management where required.</p>
<p>Tree planting, including small tree and tree pit</p>	<p>Tree pits can only go in where there is sufficient pavement width and no utility cables underneath. £750 – per pit + Additional traffic management costs depending on location.</p>





Item	Budget estimate, comments and factors to consider
Installing a NEW traffic sign 	New traffic signs and posts can cost in region of £1000, this includes the supply and installation of the sign and the post. Installing signs on a road where the speed limit is 40mph and above, can be considerably more. The majority of signs in rural areas will need significant traffic management so the operatives can install the signs safely. In some cases, the road may need to be closed.
REPLACING verge posts or bollards	£600 per day for 7.5T vehicle and two operatives. Extra cost for materials and posts, depending on site and specification. Additional costs for traffic management maybe needed in some locations. Additional costs for the disposal of the old posts and bollards.
Repairing/painting of existing Highway furniture e.g. bollards	£600 per day for two operatives + materials
New shoots growing from tree bark (known as epicormic growth)	£600 per day (Inc. a 7.5 T vehicle and two operatives + disposal of cut material)
Planting of shrubs	£600 per day for a 7.5 T vehicle and two operatives + cost of shrubs. Traffic Management may be required if location demands. This does not include any post planting care





Item

Budget estimate, comments and factors to consider

Change of speed limit



Speed limits can be changed if the average mean speed, and the length of the road for the request, comply with the “Setting Local Speed Limits” Policy: [Setting local speed limits policy - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/policy-and-strategy/setting-local-speed-limits-policy). Speed surveys will be needed to measure the mean speed of traffic.

If the request complies with the Policy, changing the speed limit, involves making a Traffic Regulation Order and installation of signs. This costs between £7.5k - £50k but could be more depending on the number of roads involved and the number of signs required.

Pavement - Accessibility crossing point at junction



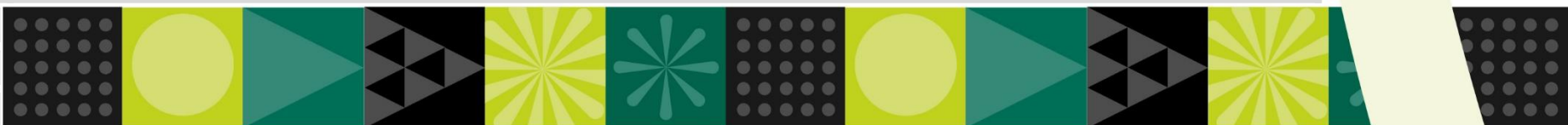
Can be up to £6000 in a residential area for a pair of accessibility crossing points and tactile paving. It may not always be possible if utility boxes or cables need to be moved. **Traffic management could significantly increase the cost if on a major road or Lane Rental road.**

Pedestrian guardrail



Each rail section is 2m in length, standard galvanised. Location could be reviewed before replacing for decluttering. There is a maintenance liability for the County Council when new sections of Pedestrian Guard railings are installed. Pedestrian guard railing is not for protecting pedestrians from traffic, it is to guide pedestrians to appropriate places to cross.

Supply cost of materials only: £500 – per section (**Additional cost for installation and traffic management**).



What else would be useful?



[Make It Happen in your local area - Surrey County Council \(surreycc.gov.uk\)](#)

Find out more about how you can engage with the Council in your local area. There is information on funding available for community groups and what the Council is focused on in your community.



[Sign up to the news you want to hear about - Surrey County Council \(surreycc.gov.uk\)](#)

The Surrey Matters monthly newsletter gives you the latest information about a broad range of topics across all the services that Surrey County Council provides to residents old and young. It also features a very extensive What's On guide.



[Prepare for emergencies - Surrey County Council \(surreycc.gov.uk\)](#)

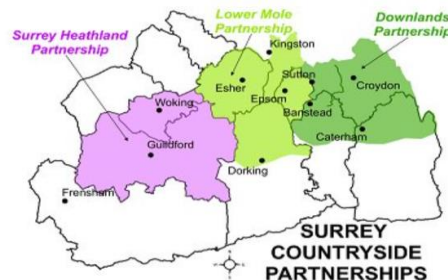
Our [Trading Standards newsletter](#) is updated fortnightly and aims to provide you with information about the latest scams, product recalls and alerts about rogue traders that may be in your area. You can [subscribe](#), send the newsletter to friends and see previous editions.

Other areas of interest?



This newsletter comes out seasonally four times a year and will keep you up to date on what's going on across Surrey's countryside, including ideas for walks.

[Countryside - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)



Find out about what your local Surrey Countryside Partnership is doing

[Surrey Countryside Partnerships team - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)



Keep up to date on progress towards our target of making Surrey net zero carbon by 2050 and find out what you can do to help. Sign up to our newsletter to get updates.

[Our climate change newsletter - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)



Find out more about how you can help your communities prepare for an emergency, sign up for alerts and keep up to date with your local police and Neighbourhood Watch.

Surrey Prepared have recently developed some guidance on what parish and town councils can do in an emergency – see below to find out more.

[Prepare for emergencies - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

Glossary of terms and common acronyms

Acronym	Full term
AONB	Areas of Outstanding Natural Beauty
APM	Access Protection Marking
BCP	Business Continuity Plan
CCT	Customer Care Team
CSEP	Customer stakeholder engagement plan
Cllr	Councillor
CIL	Community Infrastructure Levy
CPZ	Controlled Parking Zone
CW	Carriageway
DCP	Damage To Council Property
EI	Environment & Infrastructure
FOI	Freedom Of Information
FW	Footway
ITS	Integrated Traffic Scheme
LSR	Local Structural Repair
LSTF	Local Sustainable Transport Fund

Acronym	Full term
NRSWA	New Roads And Street Works Act
OHP	Overheads and profits
PCN	Penalty Charge Notice
PH	Project Horizon
PPE	Personal Protective Equipment
R/A	Roundabout
RSOS	Road safety outside schools
SCC	Surrey County Council
SFRS	Surrey Fire and Rescue Service
TRO	Traffic Regulation Order
VAS	Vehicle Activated Signs
VCO	Vehicle Cross Over
VMS	Variable Message Signs
WCT	Works Communication Team